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Sent on 11 20 2012 Expires on 12 06 2012
From Parts and Service Division
Subject Stop Sale/Safety Recall: 2012 Civic Steering Column

DATE: November 20, 2012

TO: All Honda Sales, Service & Parts Managers and Personnel

FROM: American Honda Parts & Service Division, Campaign Administration

RE: Stop Sale/Safety Recall: 2012 Civic Steering Column

On November 20, 2012, American Honda will notify NHTSA of a **Stop Sale** order and **Safety Recall** for some 2012 Civic units. Any new or used units in dealer stock must be repaired per S/B 12-080 prior to sale. **Refer to your eResponsibility report or VIN inquiry to determine which units in your inventory are affected.** American Honda Motor Co. expects to begin customer notification on or about December 4, 2012.

Note: Affected vehicles should not be sold until the repair has been performed. Should an unrepaired vehicle cause any injury or damage because of the required recall repair, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

Basic Problem

Due to a supplier error, a small number of 2012 steering columns were produced with 2013-spec tilt brackets installed. Because of design differences, the 2013 column may not operate as designed when installed in a 2012 vehicle. In the event of a crash, the column may not properly absorb crash energy, increasing the risk of injury to the driver.

Campaign Information

A preliminary version of Service Bulletin 12-080 was posted to ISIS November 20, 2012, and the final version including an example of the customer notification is expected to post by December 7, 2012. As noted above, customer mailings are currently scheduled to begin on or about December 4, 2012.

Parts Information

Parts have been allocated to all dealers with affected units. Note that your dealership may receive parts for an affected vehicle that has not yet been delivered; please hold these parts until the affected unit arrives, and complete the recall repair before selling the vehicle. Additional parts can be ordered for customer-owned vehicles through the controlled parts ordering system by providing a valid affected VIN.

Warranty and Repair Information

Warranty and repair information is detailed in the preliminary version of S/B 12-080, which has been posted on ISIS as of November 20, 2012.

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